



**DEPARTMENT OF CORRECTIONS
MONTANA STATE PRISON
OPERATIONAL PROCEDURE**

Procedure No.: MSP 1.2.10	Subject: CANTEEN		
Reference: DOC Policy No. 1.2.10			Page 1 of 3
Effective Date: August 18, 1997		Revision (new effective date): August 8, 2012	
Signature / Title: /s/ Leroy Kirkegard / Warden			
Signature / Title: /s/ Gayle M. Lambert / MCE Administrator			

I. PURPOSE:

To provide the framework under which the Montana Correctional Enterprises Canteen operation will function, and the methods used to coordinate the activities of the management and inmate workers.

II. DEFINITIONS:

Canteen - the outlet for inmate purchase of approved products.

III. PROCEDURES:

A. General Operating Procedures:

1. The Canteen is to be managed as a business and has established the following goals for the most efficient and effective operation possible:
 - a. Operate in a cost-effective manner.
 - b. Maintain a profit margin sufficient enough to provide adequate inventory, cover the cost of all applicable overhead, and provide adequate positive cash flow.
 - c. Provide the inmate population with access to personal hygiene items and other products at a reasonable cost as directed and approved by the Prison Issues Board and Montana Correctional Enterprises administration.
 - d. Maintain strict accountability for inventory and fixed assets.
 - e. Maintain a high level of accountability and transparency using policies, procedures and standard reporting formats.
2. Canteen lists will be published and distributed to all housing units on a monthly basis. The lists will include price, brand, size and type for all products.
3. The delivery schedules are subject to the approval of the Warden or designee.
4. Delivery delays due to lockdowns or emergency situations will be made up as soon as possible.
5. Inmate Canteen worker assignments must be established pursuant to MCE 5.1.2.
6. Net Canteen proceeds shall be deposited in the prison inmate welfare account as outlined in MCA 53-1-109.
7. Consistent with MCE practice, quarterly financial statements will be compiled and distributed to the appropriate parties.
8. Inventory control procedures must include the following:
 - a. All inventory shortages or overages must be reflected in the Profit and Loss Statement and may affect price increases or decreases.
 - b. Overages and shortages shall be documented for possible review. Significant losses (\$100) must be brought to the immediate attention of MCE Administration for review.

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- B.** Procedures must be established for selling Canteen products to all qualified inmates. Procedures shall include:
1. Canteen sales are cash sales only. Inmate monies will be removed from their accounts prior to the inmate receiving canteen products ordered.
 - Credit will not be granted in any form.
 - Inmate Money Transfers will not be honored.
 2. General population inmates are authorized to purchase a maximum of \$50.00 of Canteen per week, excluding TV's, shoes, MP3 players, handheld game devices, and music. TV's, MP3 players and hand held games are a one-time purchase. The respective unit rules set forth the Canteen spending limit for inmates housed in the locked housing units and MDIU.
 3. Canteen orders must be received one day prior to the established delivery dates (see monthly schedules).
 4. If an inmate orders more items than he can afford, he will only receive those items he has funds to pay for based on his inmate account balance at the time the order is being processed.

Example: If an inmate orders \$30 in Canteen, and his balance shows he has \$20, he will receive up to \$20, but no more.
 5. If an inmate orders more than the allowable limit of items (either in quantity or dollar amount), he shall receive only the limit, but no more.

Example: If the monetary limit is set at \$40 per order, and an inmate orders \$50 in items, he will receive only \$40 in items.

Example: If the number limit for an item is set at two, and an inmate orders three of that item, he will only receive two of that item.
 6. If an inmate places a valid order for Canteen products, and the items are delivered to his housing unit, he may not return any item for a credit.
 7. TVs, MP3 players, clock radios and hand held games:
 - a. The items must be ordered on a separate Canteen order form.
 - b. The items must have clear covers. Other forms will not be sold.
 - c. When the items are received from the supplier they will be delivered to the inmate separately from the regular canteen order. It is the goal of the Canteen staff to deliver these products within one day of receipt from the supplier.
 - d. The cost will be deducted from the inmate's account at the time of purchase and will not be not charged against the inmate's authorized order limit.
 - e. Canteen staff will record the serial numbers for the items and send a copy of these records to the Property Officer who will file them in the inmate's property file.
 - f. Canteen staff will engrave the TVs, clock radios and hand held games with the inmates name, AO# and serial number before delivery to the inmate.
 8. Athletic Shoes:
 - a. These items must be ordered on a separate Canteen order form.
 - b. The cost will be deducted from the inmate's account and ordered from the supplier. When the item comes in it will be delivered on the same day as TVs, MP3 players and hand held games.
 - c. The inmate must try the shoes on in front of a staff member. If they fit, the inmate must sign for them. If the inmate refuses the shoes for being the wrong size, the staff will return them to the Canteen for reorder.

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9. Order Discrepancies:
 - a. A staff member must pass the canteen items out in the units. Staff must not allow inmates to pass out canteen items.
 - b. The inmates shall open, check, and verify his delivery in the presence of staff at the time of receipt.
 - c. The inmate must report discrepancies to staff immediately upon receipt.
 - d. If an inmate fails to open and check Canteen orders in the presence of staff, and then later claims a discrepancy, no action will be taken.
 - e. If an inmate claims there is a discrepancy in an order that has been opened in the presence of staff, the staff member making the delivery shall verify whether or not there is indeed a discrepancy. If there is a discrepancy, the staff member shall note the discrepancy on the delivery receipt, sign it, and return the receipt to the Canteen. If an inmate claims an incorrect item(s) has been delivered, the staff person making the delivery shall verify whether or not the claim is true and send that item(s) back to Canteen with the receipt.
 - f. Canteen personnel must receive notice of any discrepancies within 48 hours of the delivery, excluding weekends or holidays, or no action will be taken.
 - g. Corrections, if any, will be made and documented by the Canteen the following workday.
10. Department of Corrections staff may not purchase items from the Canteen.

IV. CLOSING

Questions concerning this procedure shall be directed to the MCE Administrator.

V. ATTACHMENTS (none)